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19. A method for incorporating functions of an automatic call distribution system in an interactive voice response system that is called and controlled by communication terminal equipment of a communication network, the method comprising the steps of:

directly coupling the automatic call distribution system and the interactive voice response system;

connecting both the interactive voice response system in the automatic call distribution system to a communication system of the communication network;

connecting at least one agent communication terminal equipment to the communication system;

allocating the at least one agent communication terminal equipment to the automatic call distribution system;

influencing the interactive voice response system by the communication terminal equipment wherein the interactive voice response system communicates a request for reserving an available one of the at least one agent communication terminal equipment to the automatic call distribution system; and

transferring, given the request for reserving the agent communication terminal equipment, the communication terminal equipment to the reserved agent communication terminal equipment.

20. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 19, further comprising the steps of:

providing interfaces to both the interactive voice response system and the automatic call distribution system; and

coupling the respective interfaces of the interactive voice response system and the automatic call distribution system via a local area network.

21. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 19, further comprising the steps of:

interrogating a status of the agent communication terminal equipment by the interactive voice response system before the request for reserving is communicated; and

implementing the request for reserving dependent on the interrogated status.

22. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 19, further comprising the steps of:

cyclically interrogating a status of the agent communication terminal equipment by the interactive voice response system before the request for reserving is communicated; and

implementing the request for reserving dependent on the cyclically interrogated status.

23. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 19, further comprising the steps of:

noting, given an unavailable agent communication terminal equipment, a call back request communicated from an associated communication terminal equipment in the interactive voice response system with telephone number information associated with the communication terminal equipment; and

initiating an automatic call back with assistance from a further request for reserving, wherein a connection to the reserved agent communication terminal equipment is produced and transferred first and a

call back connection to the associated terminal equipment is produced and transferred thereafter.

5 25. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 19, further comprising the step of:

 providing a request and an acknowledgment for each request for reserving between the interactive voice response system and the automatic call distribution system.

10 26. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 25, further comprising the step of:

15 providing request information associated with the request, the request information including a request function code, version information indicating a current version of the interactive voice response system communicating the request, identification identifying the respective automatic call distribution system, identification identifying the respective interactive voice response system, reference information identifying the request, and at
20 least one request-dependent parameter.

 27. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 25, further comprising the step of:

25 providing acknowledgment information associated with the request, the acknowledgment information including an acknowledgment function code, version information indicating a current version of the automatic call distribution system communicating the acknowledgment, identification identifying the respective automatic call distribution system, identification

identifying the respective interactive voice response system, reference information identifying the acknowledgment, and at least one acknowledgment-dependent parameter.

5 28. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 19, further comprising the steps of:

 inserting access protection information in a logon request;

 communicating the logon request to log the interactive voice
10 response system on at the automatic call distribution system;

 inserting a check result of the logon request in a logon acknowledgment; and

 answering the logon request by the automatic call distribution system with the logon acknowledgment.

15 29. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 19, further comprising the steps of:

 inserting access protection information in a log off request;

20 communicating the log off request to log the interactive voice response system off at the automatic call distribution system;

 inserting a check result of the log off request in a log off acknowledgment; and

 answering the log off request by the automatic call distribution
25 system with the log off acknowledgment.

 30. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 19, further comprising the steps of:

inserting service information, in a status request, indicating a requested agent communication terminal equipment as a parameter; and communicating the status request, which includes the parameter, of the associated automatic call distribution system from the interactive voice response system to the automatic call distribution system.

31. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 30, further comprising the step of:

communicating a status acknowledgment from the automatic call distribution system after the step of communicating a status request, wherein the status acknowledgment includes at least one of result information indicating a check of allowability of the status request, status information indicating an operating condition of the automatic call distribution system, agent information indicating the agent communication terminal equipment, report information indicating the agent communication terminal equipment, busy information indicating the agent communication terminal equipment, and availability information indicating the availability of the agent communication terminal equipment.

32. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 19, further comprising the step of:

inserting in the reservation request a parameter which includes at least one of service information requesting an arbitrary agent communication terminal equipment of a group of agent communication terminal equipment, waiting information indicating a time span for waiting for one of a group of agent communication terminal equipment, and status information indicating

one of the reporting and non-reporting of the status of the reservation request.

5 33. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 32, further comprising the step of:

10 communicating a reservation acknowledgment from the automatic call distribution system after the step of communicating a reservation request, wherein the reservation acknowledgment includes at least one of event information indicating a check of allowability of the reservation request, service information indicating a group of agent communication terminal equipment, telephone number information indicating a telephone number of the agent communication terminal equipment, and agent status information indicating the status of the requested agent communication terminal equipment.

15 34. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 32, further comprising the steps of:

20 inserting in a release request, as a parameter, an agent identification indicating the agent communication terminal equipment to be released; and
 communicating the release request from the interactive voice response system to the automatic call distribution system.

25 35. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 19, further comprising the steps of:

 inserting in a display request a parameter which includes at least one of agent identification identifying a specific agent communication